

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6005722	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 06/11/2019
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NAME OF PROVIDER OR SUPPLIER LOFT REHABILITATION & NURSING	STREET ADDRESS, CITY, STATE, ZIP CODE 700 NORTH MAIN STREET EUREKA, IL 61530
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S 000	<p>Initial Comments</p> <p>Complaint Investigation #1924072/IL112798</p>	S 000		
S9999	<p>Final Observations</p> <p>Statement of Licensure Violations:</p> <p>1 of 2</p> <p>300.610a) 300.1210b) 300.3240a)</p> <p>Section 300.610 Resident Care Policies</p> <p>a) The facility shall have written policies and procedures governing all services provided by the facility. The written policies and procedures shall be formulated by a Resident Care Policy Committee consisting of at least the administrator, the advisory physician or the medical advisory committee, and representatives of nursing and other services in the facility. The policies shall comply with the Act and this Part. The written policies shall be followed in operating the facility and shall be reviewed at least annually by this committee, documented by written, signed and dated minutes of the meeting.</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care</p> <p>b) The facility shall provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychological</p>	S9999	<p>Attachment A Statement of Licensure Violations</p>	

Illinois Department of Public Health
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE
Electronically Signed

TITLE

(X6) DATE

06/28/19

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S9999	<p>Continued From page 1</p> <p>well-being of the resident, in accordance with each resident's comprehensive resident care plan. Adequate and properly supervised nursing care and personal care shall be provided to each resident to meet the total nursing and personal care needs of the resident.</p> <p>Section 300.3240 Abuse and Neglect</p> <p>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act)</p> <p>These requirements were not met evidenced by:</p> <p>Based on observation, record review, and interview, the facility failed to ensure proper incontinence care was provided and follow Urology recommendations for the prevention of Urinary Tract Infections, for one of three residents (R1) reviewed for incontinence in a sample of 22. This failure has resulted in R1 not being on a scheduled toileting program, not being cleansed appropriately after incontinence, developing recurrent Urinary Tract Infections over the course of 5 months and chronic dermatitis in the groin area.</p> <p>Findings include:</p> <p>The facility policy, titled "Incontinence Care, Peri-care (11/15)," documents, "The purpose of this procedure are to provide cleanliness and comfort to the resident, to prevent infections and skin irritation, and to observe the resident's skin condition." The policy instructs staff, for a female resident, "a. Use incontinence wipes or wet washcloth and apply soap or skin cleansing</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>agent. b. Wash perineal area, wiping from front to back. (1.) separate labia and wash area downward from front to back. (2.) Continue to wash the perineum moving from inside outward to and including thighs, alternating from side to side, and using downward strokes. Do not reuse the same wipe or washcloth or water to clean the urethra or labia. (3.) If using a washcloth, rinse the perineum thoroughly in the same direction, using fresh water and a clean washcloth. (4.) Gently dry perineum."</p> <p>Admission Records, dated 6/10/19, document R1 was admitted to the facility on 12/21/18 with the diagnosis of "other specified Disorders of Bladder". A Minimum Data Set assessment, dated 3/28/19, documents R1 as occasionally incontinent, requiring the extensive assistance of one staff member for toileting, and having no cognitive impairment. An Order Listing Report documents R1 was treated with antibiotics for a Urinary Tract Infection on 1/14/19. R1's Plan of Care was updated on 4/04/19, to identify R1 as high risk for skin breakdown due to decreased mobility, incontinence and requiring staff assistance for toileting, and advises staff to keep R1 dry as possible and minimize skin exposure to moisture.</p> <p>Physician Office Visit Notes, dated 3/11/19, document R1 was seen by Urology for recurrent Urinary Tract Infections (UTI), Urinary Incontinence, and blood in the urine. The 3/11/19 Office Visit Notes document R1 reported to the Urologist that she did not get cleansed by facility staff in a timely manner when she was incontinent of urine. The 3/11/19 Office Visit Notes instruct nursing home staff to do the following: return for follow up in six weeks, start medication (D-mannose) for prevention of UTIs, "timed</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>urination every two hours - get patient up out of chair every 2-3 hours to toilet on commode with assistance, and change patient's (incontinence brief) immediately if wet." Wetness/incontinence is increasing her chances of recurrent UTI."</p> <p>An Order Listing Report documents R1 was treated with antibiotics for a Urinary Tract Infections again on 3/20/19, 4/08/19 and 5/26/19. Nursing Progress Notes, dated 5/01/19, document R1 was prescribed Nystatin Powder twice per day, for persistent redness to her groin area.</p> <p>Physician Office Visit Notes, dated 5/30/19, indicate R1 saw Urology for continued recurrent UTIs, and documents, "(R1) states the nursing home will not clean me up when she urinates in her (incontinence brief). I am wet up to my back and I am just sitting in a wet diaper with wet sheets and they don't wipe me. I am raw in the groin area, there is a cream they should be using but they are not. (My) groin area is red and irritated." The Urologist Office Follow Up Instructions for 5/30/19 instruct facility staff to do the following: Timed toileting every two hours - get up to commode or use bedpan, Wash skin with soap and water after urinary leakage before applying dry (incontinence brief), wake (R1) up at night to urinate - do not let her sleep and soak the bed, Apply Nystatin powder to the groin area twice daily and as needed.</p> <p>R1's current Plan of Care, printed 6/06/19, fails to contain any of the instructions for incontinence following both the 3/11/19 and 5/30/19 Urologist appointments.</p> <p>On 6/06/19 at 11:00 am, R1 was in an activity in the upstairs dining room. R1 was continuously</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>observed at 15-minute intervals. At 11:42 am, R1 left the upstairs dining room and was waiting for the elevator to go downstairs for lunch. At 11:45 am, R1 was in the main dining room for lunch, where she remained until 2:00 pm and was taken to her room. At that time, R1 stated she was last given incontinence care before the morning activity, so sometime prior to 11:00 am. R1 stated she was incontinent of urine and could tell that she was currently wet but indicated it wouldn't matter if she told the staff she needed incontinence care, because "they will just get to me when they do." R1 stated she does know at times, but not all the time, when she needs to urinate and is supposed to be on a scheduled toileting program, but staff won't do it for her. R1 stated her groin area is red, and sometimes staff don't wipe her at all when they change her brief, and simply put a clean brief on her without cleansing. R1 also stated she would prefer to use a bed pan at night, but the staff on third shift make her just wet her diaper and then she will have to lay in the urine. R1 stated staff are to be putting Nystatin powder on her groin, but they don't routinely. R1 stated she had a full list of instructions from her doctor regarding her incontinence care, but it's never been followed by the staff. R1 was visibly upset when talking about her care and stated she is increasingly frustrated because she isn't getting the care she needs, even though she has repeatedly complained to staff.</p> <p>On 6/06/19 at 2:17 pm, R1 was taken by V5 (Certified Nursing Assistant) to the toilet for peri care. R1's incontinence brief was saturated with urine, V5 (Certified Nursing Assistant) confirmed and stated R1 was "pretty wet". V5 also stated, R1 takes diuretics and drinks a lot, so she is frequently wet. After leaving R1 on the toilet for a</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>few minutes, V5 had R1 stand and V5 wiped R1 with a packaged cleansing wipe from front to back on the back side, and with another wipe in the upper groin area on both sides. V5 did not use soap and water, or cleanse near the urethra, folds of the labia or upper thighs. R1 did have visible redness in the groin area and inner upper thighs, and V5 applied a barrier cream to that area. V5 indicated that she routinely uses the wipes on R1 for incontinence care.</p> <p>On 6/10/19 at 12:41 pm, V8 (Licensed Practical Nurse) stated when she came on shift 6/09/19 (day shift) that she found R1 soaked with urine in her bed. R1 reported to V8 that staff had not been in to give her incontinence care since 1:00 am. V8 stated R1 has also told her that staff won't cleanse her after finding her incontinent, but just put a dry brief on her. V8 stated she has reported all of this to management, because R1 has frequent UTIs.</p> <p>On 6/10/19 at 12:05 pm, V7 (Care Plan Coordinator) stated R1 has voiced complaints to her about not receiving proper incontinence care, that the CNAs are not cleaning her appropriately and this has been reported to management. V7 stated R1 is alert and knows how her care is to be given. V7 stated R1 was not currently on a toileting program, but R1 would be a perfect candidate for one, as she is often aware of when she needs to void. V7 stated R1 gets frequent Urinary Tract Infections, which is another reason toileting her would be in her best interest. V7 stated it was her understanding that the facility did not utilize any kind of toileting programs, as she had inquired about that for certain residents and was told they don't have one. V7 stated there is no reason staff could not honor R1's request to use a bedpan at night and that would</p>	S9999		
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S9999	<p>Continued From page 6</p> <p>be better for her, rather than laying in urine. V7 concluded that R1's urinary incontinence needs and high risk for UTI's has not been incorporated into her plan of care and V7 was unaware of the Urologist recommendations on 3/11/19 and 5/30/19.</p> <p>On 6/10/19 at 2:08 pm, V2 (Director of Nursing) stated the facility is just now initializing a toileting program for residents; however, if a resident asks to be toileted, staff should toilet them as requested. V2 indicated R1 would be a good candidate for scheduled toileting. V2 confirmed that R1 has reported to her the CNAs are not cleansing her properly, and she has discussed this with them. V2 stated staff should not be making R1 void in her depend at night and should honor her request for a bed pan.</p> <p>On 6/11/19 at 9:45 am, V10 (Advanced Practicing Registered Nurse for Urology) stated R1 has been her patient for some time now and during R1's last few check-ups, R1 has been very upset with the care she is receiving at the facility. V10 stated she saw R1 two weeks ago and R1 informed her that the facility staff were not following any of her instruction from her last visit, which included toileting R1 routinely and to wash her perineum with soap and water, after episodes of incontinence. V10 stated, due to R1's increased risk for developing UTIs, R1 needs peri care as soon as she becomes wet and therefore she stressed having R1 on a routine toileting program back in March 2019. V10 stated R1 told her that staff will sometimes not even cleanse her skin and simply just take the wet incontinence brief off and replace it with a clean one. V10 stated, after her 5/30/19 appointment, she gave two sets of instructions for R1's care, one to R1 and another to the facility staff. V10 stated she</p>	S9999		
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S9999	<p>Continued From page 7</p> <p>even called V2 to ensure her recommendations were being followed, but V2 did not return her call. V10 stated R1 already has a chronic dermatitis on her groin, which is from constantly being wet with urine and not receiving proper incontinence care; however, V10's biggest concern is R1's recurrent UTIs, which are the direct result of poor and improper peri care and R1 not being routinely toileted.</p> <p>(B) Violation</p> <p>2 of 2</p> <p>300.610a) 300.1210b)d) 300.1210c) 300.3240a)</p> <p>Section 300.610 Resident Care Policies</p> <p>a) The facility shall have written policies and procedures governing all services provided by the facility. The written policies and procedures shall be formulated by a Resident Care Policy Committee consisting of at least the administrator, the advisory physician or the medical advisory committee, and representatives of nursing and other services in the facility. The policies shall comply with the Act and this Part. The written policies shall be followed in operating the facility and shall be reviewed at least annually by this committee, documented by written, signed and dated minutes of the meeting.</p>	S9999		
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S9999	<p>Continued From page 8</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care</p> <p>b) The facility shall provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychological well-being of the resident, in accordance with each resident's comprehensive resident care plan. Adequate and properly supervised nursing care and personal care shall be provided to each resident to meet the total nursing and personal care needs of the resident.</p> <p>d) Pursuant to subsection (a), general nursing care shall include, at a minimum, the following and shall be practiced on a 24-hour, seven-day-a-week basis:</p> <p>C)Each resident shall have clean, suitable clothing in order to be comfortable, sanitary, free of odors, and decent in appearance. Unless otherwise indicated by his/her physician, this should be street clothes and shoes.</p> <p>Section 300.3240 Abuse and Neglect</p> <p>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act)</p> <p>These requirements were not met evidenced by:</p> <p>Based on record review, and interview, the facility failed to ensure all residents were kept free from physical, and mental abuse, for one of 11 residents (R1) reviewed for abuse, in a sample of 22. This failure resulted in R1 being forced to wear clothing that she voiced to V3 (Certified Nursing Assistant) she did not want to wear, V3 throwing clothes at R1, yelling at R1 and</p>	S9999		
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S9999	<p>Continued From page 9</p> <p>slamming the door on R1, making R1 cry and feel humiliated.</p> <p>Findings include:</p> <p>The facility policy, titled "Abuse, Neglect, Exploitation - Prevention, Investigation, Reporting (1/2017)," documents, "This facility affirms the right of our residents to be free from exploitation, mistreatment, abuse or neglect and misappropriation of resident property. This includes, but is not limited to freedom from corporal punishment, involuntary seclusion, and any physical or chemical restraint not required to treat residents' medical symptoms. Residents must not be abused by anyone, including, but not limited to, facility staff, other residents, consultants, contractors, volunteers, and other caregivers who provide care and services to residents on behalf of the facility, staff of other agencies serving the resident, family members, resident representative, legal guardians, friends, volunteers or other individuals. This facility has established an environment that is as homelike as possible and includes a culture and environment that treats each resident with dignity and respect. The facility provides care and services in a person-centered environment in which all individuals are treated as human beings. Treating any resident in a manner that does not uphold a resident sense of self-worth and individuality dehumanizes the resident and creates an environment that perpetuates a disrespectful and/or potentially abusive attitude towards the resident(s)." The policy further documents, under "Definitions," that "Abuse means any physical or mental injury or sexual assault inflicted upon a resident other than by accidental means in a facility. Abuse is the willful infliction of injury, unreasonable confinement,</p>	S9999		
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S9999	<p>Continued From page 10</p> <p>intimidation or punishment, resulting in physical harm, pain or mental anguish." The policy defines "Emotional/Mental Abuse" as, "humiliation, harassment, threats of punishment or deprivation, or offensive physical contact that results in mental or emotional suffering. Mental abuse may occur through verbal or nonverbal conduct which causes or has the potential to cause the resident to experience humiliation, intimidation, fear, shame, agitation or degradation."</p> <p>On 6/06/19 at 2:00 pm, R1 stated the morning of 5/27/19, V3 (Certified Nursing Assistant) helped her get up and ready for the day. R1 stated V3 picked out clothing for her to wear that did not belong to R1. R1 stated she told V3 that the shirt she chose for her to wear wasn't hers and was too small for her, but V3 put the shirt on her anyway. R1 had to go down for breakfast wearing the shirt that was too tight, making her uncomfortable. R1 described the situation as "embarrassing and humiliating." R1 stated she returned to her room after eating and immediately took off the shirt V3 put on her. V3 came into R1's room and yelled at her "You shouldn't have done that!" and threw the sweatshirt R1 originally wanted to wear at R1 and slammed the door. R1 stated she was upset and crying after the incident and felt intimidated, because she didn't know why V3 would treat her that way. R1 stated other staff observed her crying, asked what was wrong and she reported what happened. According to R1, V3 apologized to her the next day, so she believes someone must have said something to her about it.</p> <p>On 6/10/19 at 1:09 pm, V9 (Registered Nurse) stated R1 reported to her on 5/27/19, during lunch, that V3 was dressing her that morning and</p>	S9999		
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S9999	<p>Continued From page 11</p> <p>put a shirt on R1 that she did not want to wear. R1 told her V3 indicated she had to wear it anyway. V9 stated R1 told her she removed the shirt herself, then V3 got a different shirt and threw it at her, yelled at her for taking it off and slammed the door. V9 stated R1 was still upset over the incident at lunch, several hours after it occurred.</p> <p>On 6/10/19 at 12:41 pm, V8 (Licensed Practical Nurse) stated the previous Monday (5/27/19) R1 reported to V9 (Registered Nurse) that V3 had made R1 wear a shirt that was too small and didn't belong to her, when R1 took off the shirt R1 reported that V3 got out a different shirt, threw it at her face and yelled at her.</p> <p>(B) Violation</p>	S9999		
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